

DIGITAL HOTEL COMPENDIUM

WEST PLAZA HOTEL
LOCATION • COMFORT • STYLE



100% KIWI
LOCALLY OWNED &
OPERATED



Welcome to the West Plaza Hotel!

We trust your stay with us is a pleasant one. Following you will find information about the hotel & its surroundings. If we have omitted any details or you would prefer a physical copy of our compendium delivered to your room, please feel free to contact our friendly reception team by dialling '0' from the phone located in your room.

We are a completely non-smoking hotel; this also includes the use of E-cigarettes. There are areas at the rear of the hotel for smoking.
A \$250 charge will apply for smoking in the room.

Contents

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LOCATION

110 Wakefield Street, Wellington 6011

West Plaza Hotel is centrally located, right next to the Wellington Civic Centre and close to all major commercial, cultural, and sporting facilities.

Postal: PO BOX 11648, Wellington 6011
Phone: +64 4 473 1440
Freephone: 0800 731 444 (Within NZ only)
Email: reservations@westplaza.co.nz
Website: westplaza.co.nz

TRANSPORT

Taxis can be arranged at reception, either in person or by dialling '0'. We have set rates available with Wellington Combined Taxi (04 384 444) to the following locations:

From Wellington Airport to the Hotel - NZD\$40.00
(Please use reference **APWP**)

To get to the following destinations from the hotel, please quote **pin number 55555** or collect a card from reception.

Wellington Airport – NZD\$40.00 (7km, 20 minutes by road)
Ferry Terminal – NZD\$20.00 (4km, 10 minutes by road)

All times by road are subject to traffic conditions.
Wellington Combined Taxi charge a 15% merchant fee for EFTPOS or Credit. Cash avoids this fee.

TELEPHONE DIRECTORY

Reception/Wake Up Call	0
Outside Line	1
STD/ISD	1, STD/ISD code
Collect Calls	0
City Dining & Bar – Restaurant	256
Room Service	255
Room to Room	Room number
Housekeeping	265
Reservations	249
Conferences	554
Sales & Marketing	552

Direct dial to hotel – 04 473 1440 (followed by extension number i.e.: your room number)

Refer to the phone for further options or dial '0' at any time for assistance.

Please note that the use of a calling card to access a local number will result in a call charge.

UNLIMITED INTERNET ACCESS

To access the internet, connect your device to the 'West Plaza' network. When you first attempt to connect to a website, you should be brought to a login page. There is a box called 'Complimentary' you can log in using the password **Bookdirect** (case sensitive).

If you are not prompted with a login page, typing '192.168.22.1' into your web browser should bring you to this page. If that does not work and you have multiple web browsers (i.e. Firefox, Chrome) please try each one. If you are still unable to connect, please do not hesitate to contact reception by dialling '0'.

FOOD & BEVERAGE

City Dining & Bar is situated on the ground floor of the hotel, please see below the hours of service. Our menus can be found from page 11 of this compendium.

Breakfast	7.00AM – 9.30AM weekdays 7.00AM – 10.00AM weekends
Dinner	5.30PM – 9.00PM
Bar	Open at 4.00PM Happy hour 4-6PM

MENUS

(Click below to jump straight to a menu)

[Breakfast Menu](#)

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A hotel evacuation plan can be found by the door in your room, please make sure you have familiarised yourself with your nearest fire exit. Our staff members are trained to respond to any emergency situation.

Fire – Evacuate & Assemble.

If you hear a continuous fire alarm, immediately leave the building via your nearest safe exit.
Assemble at the closest designated assembly point.

If you locate a fire, remain calm and follow the steps below:

- Immediately leave the area
- Dial 111 from your mobile, or 1111 from the in-room telephone, for Emergency Services
- Tell the operator:
 - the nature of the problem, e.g. fire, smoke, heat, sparks etc.
 - the exact location of the problem e.g. room number 224
 - your name, and location
 - once letting Emergency Services know, please inform reception if you have not done so already.

Do not enter the building again until instructed to do so.



Move no more than a few steps, **drop** to the ground, take **cover & hold** on.
Please do not evacuate (unless instructed to do so.)
Wait for the shaking to stop, and then follow any instructions given by staff and safety wardens.

In an emergency, please **DO NOT** use the elevators, or phone reception as we may need the line for emergency calls.

If you may need assistance in an emergency, please let reception know so we can make sure you are looked after & safe.

More about Earthquake Safety can be found [here](#).

- If you may need assistance in an emergency, please let reception know so we can make sure you are looked after & safe.
- In an emergency, please **DO NOT** use the elevators, or phone reception as we may need the line for emergency calls.
- Walk at all times and remain calm. Please follow the instructions of staff and safety wardens. Our staff are trained in our Emergency Management Procedures.

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ADAPTERS

We have a limited selection of adapters available from reception. We put a charge of \$30 onto your account & then once it is returned, we remove the charge from your account.

BAGGAGE SERVICE

For portering & baggage services, please dial '0'.

BANKS

Most banks operate branches on Manners Street & Willis Street. Most banks are no longer buying or selling foreign cash.

BAR

City Dining & Bar is situated on the ground floor and is open from 4PM daily. Happy Hour is served from 4PM – 6PM.

BREAKFAST

Breakfast is served at City Dining & Bar on the ground floor every morning from 7.00AM.

BUSINESS SERVICES

Photocopying is available 24/7 from reception. 20c per page. Black & white only.

CHECK-OUT TIME

Our check-out time is 10.00AM. Bags can be stored in our baggage storeroom at reception.

CREDIT CARDS

The following credit cards are accepted:

- American Express
- Diners Club
- Mastercard
- Farmlands/CRT
- JCB
- Union Pay
- Visa

DENTIST OR DOCTOR

Please contact reception by dialling '0'.

FRESH MILK

Dial '0' to have a jug of blue or trim milk delivered to your room.

DRY-CLEANING

Please contact reception by dialling '0' should you have any dry-cleaning needs. For same day service this needs to be arranged prior to 8am on the day. Please bring your items down to reception. Not available on public holidays or weekends.

DO NOT DISTURB

Please place your 'Privacy Please' sign on the outside of your room door to ensure that your privacy is upheld. Please note, fresh towels etc will be left outside your door with this option.

If you place your 'No Service Today' sign on the outside of your room door, no service will be completed.

FANS & HEATERS

A bladeless heating and cooling purifier fan is found in your room. For instructions on how to operate the heater, please [click here](#). A fan is also located by the wardrobe. Please dial '0' with any questions.

HAIRDRYERS

Located in the wardrobe of your room. Where a hairdryer is not present, please contact reception by dialling '0' to have one delivered.

HOUSEKEEPING SERVICES

Our housekeeping team provide daily servicing between 7.30am – 2pm. If you do not wish for your room to be serviced, please let us know by dialling '0' for reception, or using the appropriate side of the door hanger.

INFORMATION & LOCAL ATTRACTIONS

The Wellington i-SITE Information Centre is located opposite the hotel at 111 Wakefield Street. Tours & sightseeing can be booked here.

IRONING FACILITIES

Located in the wardrobe of your room. Where an iron or ironing board is not present, please contact reception by dialling '0' to have one delivered.

MEETING ROOMS

We have four meeting rooms available at the hotel. Our Conference Coordinator will be pleased to discuss your requirements. Dial 554.

PARKING

Limited guest parking is available at a cost of \$25 per day. The hotel accepts no liability for loss or damage.

ELECTRIC VEHICLE CHARGER

Electric Vehicle Charging is available onsite at a fixed cost of \$15 for an overnight charge. Please enquire at reception.

POST OFFICE

Located on Manners Street (a short walk through Lombard Lane at the back entrance of the hotel). Letters may be left at reception for posting. Standard postal charges apply.

ROOM SERVICE

Our menus are located from page 11 of this compendium. The breakfast and dinner menus are available during applicable restaurant hours.

A fee of NZD\$4.00 will apply for room service orders. Dial '255' to place an order.

SECURITY

Please make use of the safety deposit facilities available at reception. We are unable to accept responsibility for any valuables left in your room.

The doors to the lobby are locked each night and will require you to use your accommodation key card for access.

TOILETRIES

A selection of toiletries are available for purchase from reception.

URGENT PHARMACY

17 Adelaide Road, Newtown

Phone: 04 385 8810

Hours 9.00AM – 9.00PM Monday to Friday

8.00AM – 9.00PM Weekends

VOLTAGE

New Zealand current is 240 volts. A dual razor only socket is located in the bathroom.

WAKEUP CALLS

Contact reception by dialling '0' to arrange a wake-up call. Your bedside clock radio also has an alarm which can be set.

OTHER SERVICES CLOSE TO THE HOTEL

LIBRARY

Te Awe Library 29 Brandon Street
Arapaki Library 12 Manners Street

CINEMAS

The Embassy 10 Kent Terrace
Light House Cinema 29 Wigan Street

HAIRDRESSERS

Buoy Salon & Spa 100 Willis Street, Ph: 04 472 3430

CONVENIENCE STORE & POST OFFICE

Night & Day Store 49 Manners Street



WE ARE NUMBER '12' ON THE ABOVE MAP. CLICK THE IMAGE TO BE TAKEN TO AN ENLARGED VERSION OF THE MAP.

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WEST PLAZA HOTEL

LOCATION ▪ COMFORT ▪ STYLE

Health & Safety Policy Statement

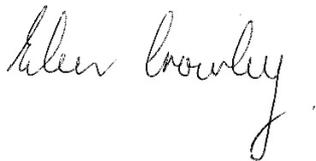
At West Plaza Hotel the health, safety and welfare of all employees and visitors is of equal importance to all other operational considerations. The employer, supervisors and employees work together to create a safe working environment and ensure compliance with the Health and Safety at Work Act 2015 (HSWA).

The employer and employee are responsible for:

- Providing a day-to-day safe and healthy working environment, including equipment, materials, systems of work and implementing and support safe work practices
- Providing ways for workers to be fully trained, informed and involved in health and safety issues
- Ensuring all safe work procedures are followed and kept up to date
- Reporting and investigating accidents and incidents, and maintain records relating to the health and safety of staff.

We expect contractors, visitors, and guests to:

- Comply with safety instructions while in our workplace.
- Ensure they do not wilfully place at risk the health and safety of any person, including themselves, while on the property.
- When applicable please report any concerns regarding Health and Safety to the Manager on Duty.
- Appropriate attire must be worn in public areas of the hotel, this includes shoes in the Restaurant and Bar areas.
- Due to Health and Safety, we reserve the right to deny access to our Restaurant and Bar if guests are not wearing shoes, and/or inappropriate attire (such as if they were shirtless).



Eileen Crowley
General Manager

Policy reviewed on: 08 / 04 / 2024

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WEST PLAZA HOTEL

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Dear Guest,

Earthquake Safety

As you may be aware, New Zealand lies on the boundary of the Pacific and Australian tectonic plates. This means that each year there are a significant number of quakes that are big enough to be felt. Your safety is of utmost importance in the event of an earthquake – so please take a moment to read the following recommendations.

If you are inside the building:

- Move no more than a few steps to then drop, cover and hold. Cover your head, neck, and your entire body if possible, under a sturdy table or desk. If there is no shelter nearby, get down near an interior wall (or next to low-lying furniture that will not fall on you), and cover your head and neck with your arms and hands. Be aware of objects that may start to fall around you.
- Do not evacuate or leave your room – hold on to your shelter (or your position to protect your head and neck) until the shaking stops.
- Do not use the elevators!
- Keep Calm – The hotel is built to a very new Earthquake specification.

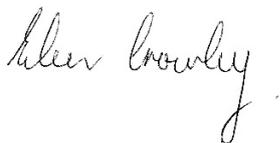
When the earthquake stops:

- Use the fire stairs and proceed to the lobby.
- Keep away from exposed electrical wires and other hazards.
- Advise staff of trapped or missing people.

We have an up to date Local Government Emergency Action Guide located at reception. All our staff are fully trained in this manual and will help you during this event. We will try to answer all your questions, in reality we will know as much as you, until we have contacted authorities or vice versa.

To get information in a crisis is difficult, telephone lines are congested, the best medium is portable radio which we have.

Please be patient, we will let you know what the current situation is as soon as we know it.



Eileen Crowley
General Manager

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In Room Environmental Policy

Hotels and the environment in the past tend to have had conflicting interests. We take for granted the normal luxuries of a hotel – endless hot water, clean linen and towel changes daily, large numbers of electric lights burning constantly, however we realise these are no longer responsible environmental actions

West Plaza Hotel has taken the following initiatives to help minimise the environmental impact:

- Recycling of paper (including newspapers), cardboard, plastics, polystyrene and glass
- Our frying oil from the kitchen is being converted into bio diesel
- We are using as many energy efficiency light bulbs where possible within the hotel
- All our guest amenities are biodegradable, paraben free and not tested on animals. Soaps are formulated from vegetable-based ingredients and liquids from high quality biodegradable ingredients and organic extracts.
- Our Dream green pillows are made from recycled plastic bottles. The Dream green initiative is a sponsor of Keep New Zealand Beautiful.
- We use biodegradable bags in our rooms for dry cleaning and to collect your rubbish. Our house keeping department also sorts out the plastics, newspapers, glass etc for recycling
- Recycling bins are located on the ground floor foyer and level one foyer for guest use.
- On request, paper straws are served in City Bar and Dining.
- City Dining and room service no longer use plastic single serve spreads and condiments.

HOW YOU CAN HELP US

To help the Hotel better manage its responsible environmental actions you can help us in the following ways:

- Hang your towels up if you don't wish for these to be changed daily
- Switch off the lights and electrical appliances in your room when the room is not in use
- Put next to your rubbish bin in your room any recycling that we can help you with
- Please let us know if you would prefer to not have your sheets changed while staying.

Thank you for helping us to do our part towards committing to an environmentally responsible society and for helping us reduce our carbon footprint

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Bladeless Heating & Cooling Purifier Fan Operation

Please do not hesitate to contact reception by dialling '0' if you require any assistance.



Remote Functions

-  **Power On/Off**
-  **Fan Mode**
-  **Heater mode**
-  **Change Mode**
Normal, Sleep, Natural, Boost
-  **Oscillation On/Off**
-  **Set Timer**
-  **UV-C Sterilisation On/Off**
-  **Increase/Decrease Temp**
Only in heater mode
-  **Increase/Decrease Temp**
Only in heater mode
-  **Mute Remote Sounds**
-  **Increase/Decrease Fan Speed**
-  **Increase/Decrease Fan Speed**

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BREAKFAST MENU

AVAILABLE 7.00AM - 9.30AM WEEKDAYS
AVAILABLE 7.00AM - 10.00AM WEEKENDS

BUFFET BREAKFAST

Toast & Spreads 14

Choose from:

White bread or multigrain

Marmite, peanut butter, jam, honey, or marmalade

Includes tea, filter coffee & juice.

V, GF*

Continental Buffet 22

A selection of:

- Cereals, toast & spreads
- Pastries, scones or muffins
- Fruit salad, yoghurt & berry compote
- Dried fruits & nuts
- Chia pudding

Includes tea, filter coffee & juice.

Full Cooked Buffet 32

A selection of our delicious continental items (*see above*)

& your choice from the cooked buffet -

hash browns, scrambled eggs, bacon, baked beans,

tomatoes, sausages

Includes tea, filter coffee & juice.

Buffet items are subject to change.

BEVERAGES

Barista Coffee 5

Flat white, latte, cappuccino, mocha, long black, short black

Hot Chocolate 5

Tea 4

Juice 5

Smoothie 7

A LA CARTE

Eggs Benedict 22

English muffin, eggs, wilted spinach, orange glazed ham & hollandaise

GF*

Eggs Royale 23

English muffin, eggs, wilted spinach, smoked salmon & hollandaise

GF*

Omelette 21

3 egg omelette with your choice of ham, mushroom, cheese & tomato, with a hashbrown

GF*, DF*, V*

Baked Eggs 18

Butter beans, neapolitan sauce, eggs, toasted ciabatta

GF*, DF, V

Bacon & Egg Bap 18

Bacon, fried egg, aioli, lettuce

GF*, DF*, V*

Pancakes 17

Fluffy pancakes, bacon, maple syrup, berry compote, whipped cream

V*

**GF = Gluten Free, DF = Dairy Free, V = Vegetarian,
Ve = Vegan, *= On Request**

STARTER

Salt & Pepper Calamari 17

Wasabi mayo, green leaves

GF

Warm Pita Bread & Dip 17

Beetroot hummus, spinach feta, spicy eggplant chutney

V

Crispy Pork Belly 18

Oriental slaw, ginger peanut dressing

GF/DF

Soup of the Day 15 ★

Vegetarian & non-vegetarian option
Please ask your server
GF bread available

Buffalo Cauliflower Bites 17

Ranch dressing, green leaves

GF

MAIN COURSE

Sumac Rubbed Pork Belly 33

Steamed seasonal greens, potato gratin, apple ginger compote, red wine jus

GF

Risotto 28 | Add Salmon Fillet 42 GF ★

Roasted pumpkin, leeks, spinach & porcini mushrooms with shaved parmesan
Vegan without parmesan cheese

Crispy Soy Chicken Burger 28 ★

Lemon pepper mayo, bacon, lettuce, tomato with fries **GF option available**

★

Braised Beef Burger 28 ★

Chilli jus, swiss cheese, lettuce, beetroot, tomato, BBQ sauce, with fries
GF option available

★

Crispy Skin Salmon 180g 39 GF/DF

Your choice of salad **or** vegetables, potato gratin **or** fries, & lemon basil pesto dressing

GF/DF

Slow Roasted Lamb Shank 39 GF/DF ★

Rosemary & mint roasted lamb shank, sweet potato pomme, sautéed seasonal greens, red wine jus

Grilled Chicken Supreme 35 GF

Boneless skin-on chicken breast, creamy mustard, seasonal greens, potato gratin

Market Fish 38 *Subject to availability* GF/DF

Fresh market fish, braised fennel, sautéed nadine potatoes, beurre blanc, deep fried capers

THE CITY GRILL

Eye Fillet 200g 42 GF/DF

Scotch Fillet 220g 43 GF/DF

Sirloin Steak 220g 42 GF/DF

All grill items are served with your choice of:
Salad or vegetables | Potato gratin or fries
Juniper berry jus

SIDES

Steamed Vegetables 13 GF/DF/VEGAN

Fries 12 V

Seasonal Side Salad 11 GF/DF/VEGAN

Classic Potato Gratin 13 GF/V

DESSERT

New York Cheesecake 15

Berry coulis, boysenberry ice cream

Pecan Chocolate Brownie 18 GF ★

Chocolate ice cream
DF option available

Trio of Ice Creams 13 GF ★

Vegan option available

Warm Apple Crumble Pie 18

Vanilla custard, salted caramel fudge ice cream

Classic Tiramisu 18

Coffee soaked sponge, layered with rich mascarpone & dusted in cocoa

AVAILABLE 5:30PM - 9:30PM

★ Dish can be adjusted for dietary requirements, please ask your server.

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City DINING & BAR

BAR MENU

Buttermilk Fried Chicken 17

Ranch dressing

Salt & Pepper Calamari 17

Wasabi mayonnaise, green leaves

GF

Lamb Mince & Cheese Flat Bread 18

Spiced lamb mince, cheese, paratha

Pork Belly Sliders 18

Apple slaw & mayo

Loaded Wedges 15

Cheese & bacon, sweet chilli, sour cream,
chive sauce

Fries 12

Garlic aioli, tomato sauce

AVAILABLE 4PM - 9.30PM
AFTER THIS, PLEASE ENQUIRE
ABOUT OUR LATE NIGHT MENU

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City DINING & BAR

BEVERAGE LIST

Tap Beer

Macs Gold Lager	11
Macs Three Wolves	11
Speights Gold Medal Ale	11

Bottled Beer & Cider

Corona	12
Speights Summit Ultra	9
Steinlager Classic	10
Steinlager Pure	11
Steinlager Light	10
Steinlager Zero	10
Panhead Port Road Pilsner	14
Panhead Blacktop Oat Stout	14
Panhead Xtra Pale Ale	14
Panhead Supercharger APA	14
Heineken	11
Heineken Light	10
Heineken Zero	9
Isaac's Classic Apple Cider	10
Isaac's Crisp Low Sugar Cider	10
Rekorderlig Strawberry & Lime Cider	13

Non Alcoholic

Juice	7
Soft Drink	6.5
Ginger Beer	7
Mac's Range	7
San Pellegrino Sparkling Mineral Water 200ml	8

Méthode Traditionnelle

Lindauer Brut 200ml	14
Lindauer Brut 750ml	50
De Bortoli - King Valley Prosecco	47

Chardonnay

GLASS BOTTLE

Dusky Sounds	12	55
Spade Oak	14	65
Bogle	16	75

Sauvignon Blanc

Dusky Sounds	12	55
Wither Hills	15	70
Wither Hills - Early Light	15	70
Nga Waka	16	75

Pinot Gris

Dusky Sounds	12	55
Wither Hills	15	70
Wither Hills - Early Light	15	70
Devils Staircase	16	75

Aromatic

Dusky Sounds - Riesling	12	55
Loveblock - Gewurztraminer	17	80
Growers Mark - Chenin Blanc	15	70
Waipara Valley - Pinot Rose	15	70

Red Wines

Dusky Sounds Merlot	12	55
Torea Pinot Noir	14	65
Madam Sass Pinot Noir	18	85
Grant Burge - Barossa Ink Shiraz	15	70
Grant Burge - Barossa Ink Cab Sauv	15	70

ALL DAY, ALL NIGHT MENU

Fries 10

Tomato sauce, garlic aioli

V, DF

Seasoned Potato Wedges 10

Sweet chilli sauce & sour cream

V

Build Your Own Toasted Sandwich 18

Choose two from the below items:

Ham, cheese, tomato, onion

Served with fries & side salad

BBQ Meat Lovers Pizza 25

BBQ sauce, roasted chicken, ham, salami & cheese

Macaroni & Cheese 16

V

Add bacon \$3

Chocolate Mousse 15

V

Trio of Ice Creams 10

V, GF

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AVAILABLE 24/7

**PLEASE DIAL '255' TO PLACE A ROOM SERVICE ORDER,
\$4 FEE APPLIES**

City DINING & BAR